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Postal Regulatory Commission
901 New York Ave. NW Ste. 200
Washington DC 20268-0001

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POSTAL REGULATORY
COMMISSION

Commissioners:

I wish to appeal the closure of the Glenoaks Station as it is one of the best run and efficient post offices. It is small, true, but it has easy access, the employees aren't stressed out so they handle your packages and questions with the appropriate care. It's a wonderful station. Its closure will leave only the Hollywood Way Main Post Office and the Burbank Bob Hope Station, both on a very busy streets with limited parking and access, and are already dealing with an over-load for the employees who work the windows this time of year, how will they handle the holidays?

The Hollywood Way is the Main Post Office, and set up to handle everything. It receives and processes the outgoing mail from the Burbank Stations, apparently handles all home-business mail delivery routes and personnel, does passports, etc.. The prior closing of all the other small efficient stations has added more customer business to the Main P.O. in addition to the handling of all its other functions. Now closing this Glenoaks Station will severely impact this Main P.O. and the remaining Burbank Station not only making them very inefficient but will make their already bad situation worse. The Main P.O. Is far too big and disorganized, there is little or no employee pride in doing a good job, NO oversight, and very few supervisors who are willing to take responsibility or even care. When there is a problem it is never addressed or rectified as no one at the Main P.O. seems to know how to do anything other than look on a computer and hope it can solve the problem, that is if they are willing to take the time to do even that. I myself had a very serious problem with their mishandling of certified mail sent me after my husbands death in January this year that afterward took me four months to straighten out so that my husbands small monthly pension checks could be forwarded....and I was not alone there were quite a few people on line with me with postal problems.

All the computer streamlining in order to have fewer employee's and putting everything into these giant workplaces looses the efficiency of a well trained staff who are capable of doing things right the first time, and when there is a problem willing and able to take responsibility and fix it. As the only thing you sell is service it behooves companies, apparently other than government run companies, to provide good service, which the Post Office used to do well before this new program.

Sincerely,



Anna May Nelson
803 E. Harvard Road
Burbank, CA 91501
(818) 842-5055

cc: Congressman Adam Schiff, 245 E. Olive Ave., #200, Burbank, CA 91502

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